

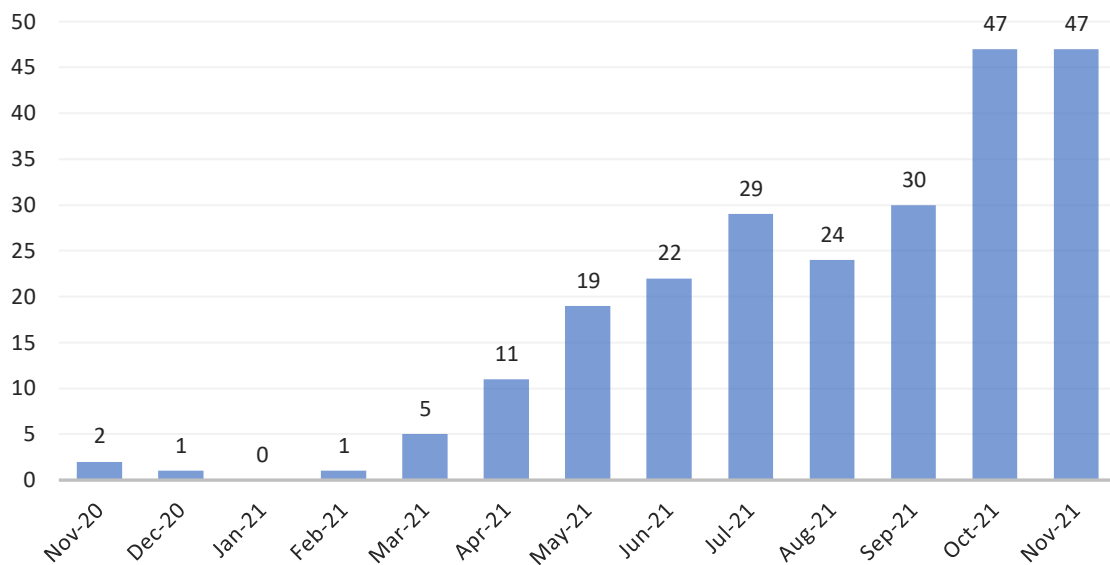
# Results of SMS Implementation

## SMS Implementation Results

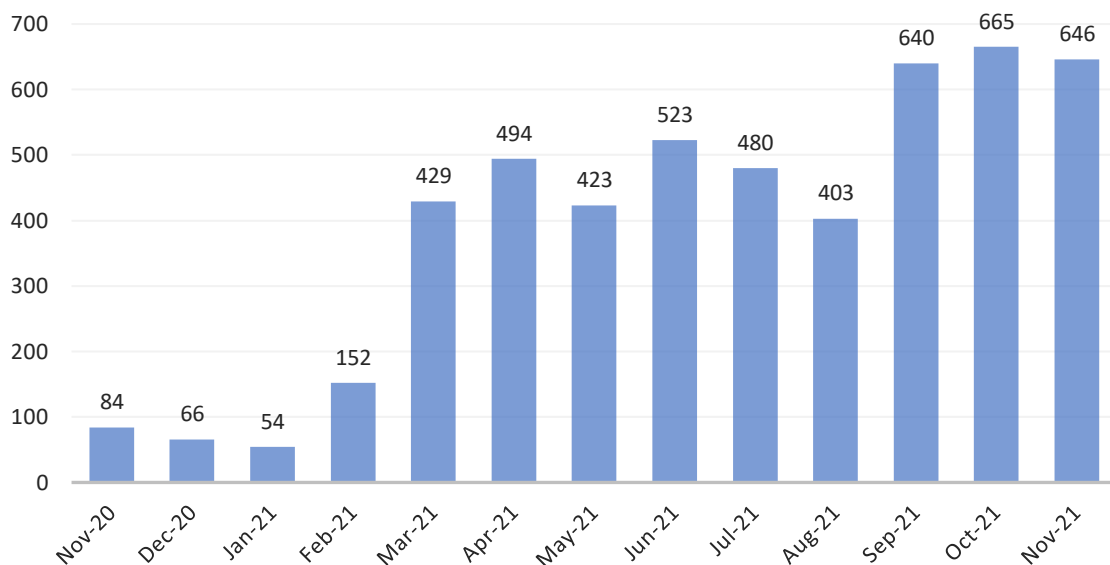
The data in this report is taken **only from patients who had a mobile number present and consented to be contacted**. It is designed to indicate how successful SMS messaging is. Most patients with a mobile number also have an email address on record.

Patients completing tasks after receiving an SMS have steadily increased each month. We cannot tell if the patient followed the portal link from the SMS however we know that an SMS was the last notification they received.

### Number of Task-Sets Completed After an SMS



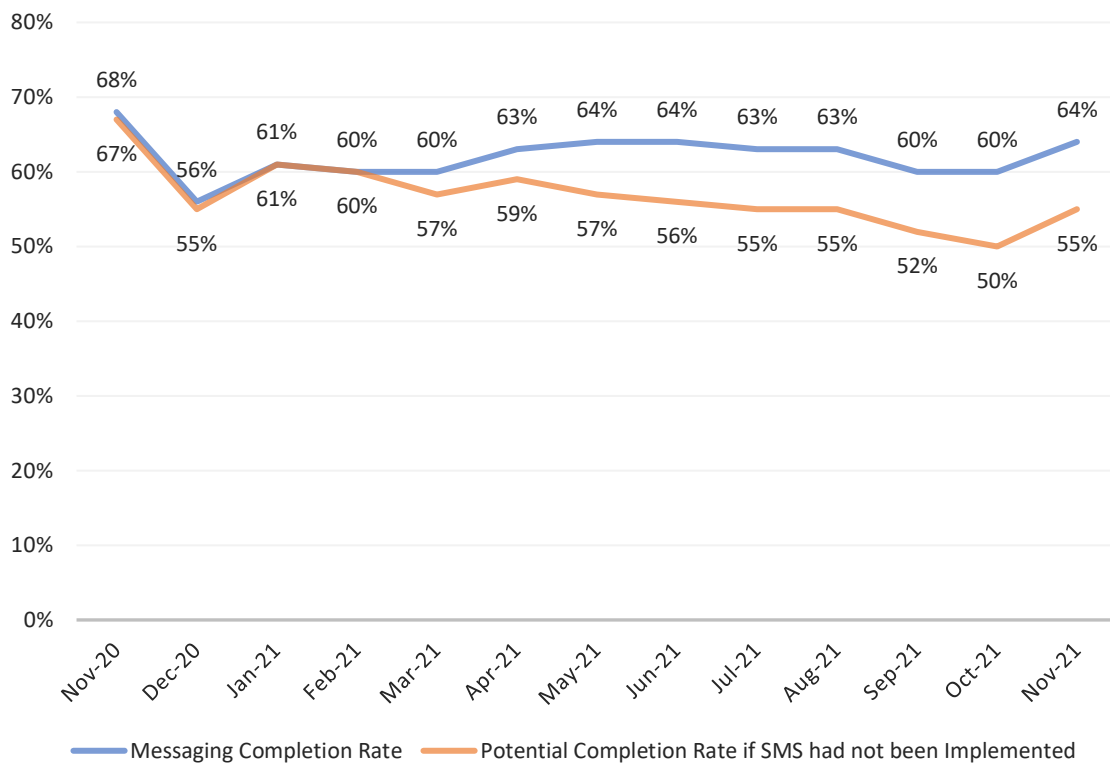
### Number of SMS Messages Sent



The above graph is not how many SMS Messages were sent in that month. The figure represents how many SMS Messages were sent for task sets that were due in the month.

Completion rates for patients in this report could have been significantly lower had the SMS messages not been sent. This is only potential as we have no way of knowing if the patient would have completed their tasks with just an email, or whether it was a combination of both notifications that prompted the completion.

### Task-Set Completion Rate



On average 18% of patients who receive an SMS go on to complete their tasks afterwards. As the number of SMS messages sent has increased this figure has gone up to around 25%.